Jagraj Singh

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Work Experience

Microsoft

Xbox Refunds Associate | Remote   March 2020—Present

- Analyze customer data for financial troubleshooting, refund eligibility and fraud prevention.
- Independently create a data parsing tool using Python that cleans bulk request data to reduce case time.
- Independently automate workflow using Python and automation libraries further reducing case time.
- Create tutorials for prototyping tools and train colleagues in the Python programming language.

Microsoft

Product Advisor | Redmond, WA | Bellevue, WA   May 2018—March 2020

- Deliver workshops and personal trainings to educate and inspire clients.
- Generate business leads to grow sales pipeline and generate recurring revenue.
- Troubleshoot and resolve common technical problems.
- Lead hands-on demos of Microsoft products to create new fans and drive excitement in store.

Featured Projects

[**MIT Course View Count Analysis**](#)   March—June 2020

Collected, cleaned, and visualized YouTube MIT course view count data to gain insight on course completion.

Technologies: Python, pandas, matplotlib, YouTube Data API, JSON, Data Analysis, Web Scraping

[**Cryptocurrency Lottery**](#)   2018—2020

Built a text based lottery game to demonstrate the security of cryptocurrency private keys.

Technologies: Python, Ethereum Blockchain API, Cryptography, Object-Oriented Programming

[**Attacks on Apéry's Constant**](#)   Continuous

Ongoing attempt to solve a 375 year-old problem in mathematics using novel attack vectors and Python.

Technologies: Python, sympy, LaTeX, Number Theory, Mathematical Analysis

Education

Bachelor of Arts in Communications | University of Washington   2014—2017

Coursework included advanced public speaking and a concentration in mathematics.

Skills

Programming Languages	Python (numpy, pandas, matplotlib, scipy, sympy)
Database Management	SQL
Web & Markup	HTML, CSS, JSON, XML, LaTeX, Google Analytics
Productivity	Excel (xlookup, pivot tables, power query, macros, VBA)
Visualization	Illustrator, Photoshop
Languages:	English, Punjabi